

FY17 DC0513ZZ

Building Details

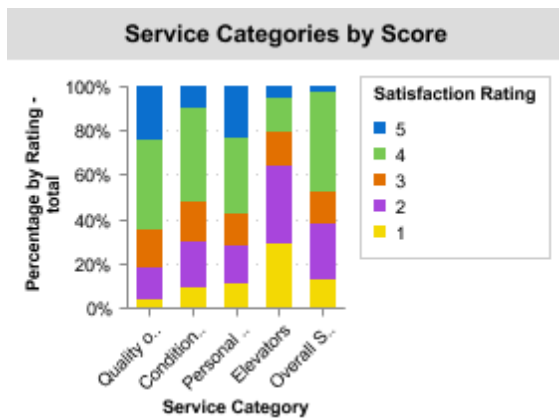
Location Code Plus	DC0513ZZ	TSS Result and Action Plan Name	FY17 DC0513ZZ
Building Name	515 22ND STREET., NW	Building Address	515 22ND ST NW
Property Manager	Porsche Johnson	City	WASHINGTON
Supervisor	Serita Robin	State	DC
Field Office	POTOMAC SERVICE CENTER	Occupancy	350
Service Center	POTOMAC SERVICE CENTER	Property Status	Leased
Region	11	Delegated Status	No
Fiscal Year	FY17		

Overall Satisfaction

Overall Satisfaction - Mean	3.00	Total # of Responses	69
Overall Satisfaction - % Satisfied	47.83%	Response Rate	19.71%
		% Know Who to Call	88.41%

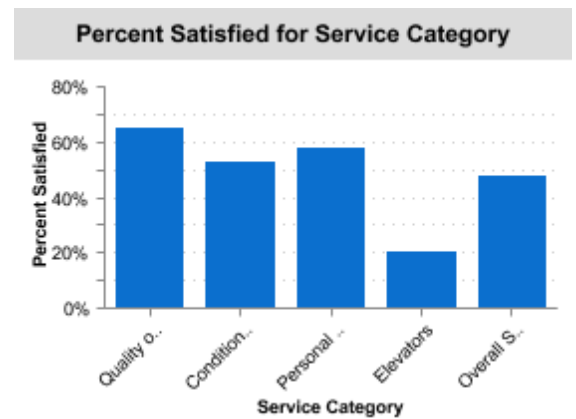
Satisfaction by Service Category

Quality of Cleanliness - Mean	3.65	Quality of Cleanliness - % Satisfied	63.77%
Condition of Facility - Mean	3.23	Condition of Facility - % Satisfied	52.17%
Personal Workspace - Mean	3.43	Personal Workspace - % Satisfied	57.25%
Elevators - Mean	2.33	Elevators - % Satisfied	20.29%
Security - Mean	4.37	Security - % Satisfied	84.78%
Meeting Space - Mean	1.77	Meeting Space - % Satisfied	24.64%



As of Today at 9:27 AM

Refresh



As of Today at 9:27 AM

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Additional TSS Reports

[Comments Report](#)

[Overall Satisfaction Report](#)

[Service Categories by Agency](#)

Action Plan Summary

Action Plan Instructions

If you have questions on how to correctly create an Action Item or Plan please see the User Guide for the Property Manager, Supervisor, and Superuser - TSS Action Planning Application (<https://gsa.my.salesforce.com/06930000004IVsq>) or contact your Region's TSS Superuser.

Action Plan Status	Completed	Total Percent Complete	100.00%
In Progress Action Items	0	Total Action Items	4
Completed Action Items	4	Total Estimated Costs	\$0.00
Estimated Costs	\$0		
Estimated Deferred Costs	\$0		

Action Plan Summary I will discuss these action items with the tenants and lessor, so we can work together to resolve the issues.

For Regional Review

Title for Review

Associated Cost

Approved by Supervisor

Review Justification

Administrative Information

Mark for Cancellation ☐

Owner Porsche M Johnson

Explanation for Cancellation

Created By SNA SNayak, 6/5/2017 11:18 PM

Requires Supervisor Approval ☐

Last Modified By Porsche Johnson, 2/28/2018 9:42 AM

TSS Action Items

Quality of Elevators

Status	Completed
Item Deferred	<input type="checkbox"/>
Service Category	Elevators
Issue Description	Elevators are slow and frequent entrapments.
Issue Resolution	I will meet with the lessor during our tenant meeting and continue to advise of the elevator issues. The entrapments were caused by various parts that needed to be replaced.

Restroom

Status	Completed
Item Deferred	<input type="checkbox"/>
Service Category	Other
Issue Description	Appearance of the restrooms and no paper-towels.
Issue Resolution	I have met with the lessor and advised that the appearance of the restrooms were a concern of the tenants. I requested options that we can utilize to spruce up the restrooms. I have also advised the tenants that paper-towels are prohibited due to reoccurring plumbing issues caused by tenants.

Temperature in Office

Status	Completed
Item Deferred	<input type="checkbox"/>
Service Category	Condition of Facility (functional, repairs needed)
Issue Description	Temperatures are either too cold or too hot.
Issue Resolution	I will discuss the recurring too hot and too cold calls through-out the building. I advised the lessor that the temperature ranges will not fluctuate if the tenants didn't have access to control the areas. We will conduct a walkthrough to determine the areas were the tenants have access to turn the thermostat up or down and put cage locks over them. This will allow the lessor to control the temperatures and narrow down the problem areas.

Air quality

Status	Completed
Item Deferred	<input type="checkbox"/>
Service Category	Condition of Facility (functional, repairs needed)
Issue Description	Tenants are compiling of air quality through-out the building.
Issue Resolution	During our tenant meeting I will advise the lessor that the tenants are complaining of the air quality. I will request additional dusting and insure the filters are being changed as required. I will also remind the tenants that they must remove boxes of papers so thorough dusting and cleaning can be conducted.

Approval History

12/20/2017 10:17 AM

Status	Approved
Assigned To	Porsche Johnson
Actual Approver	Porsche Johnson
Comments	

12/20/2017 10:17 AM

Status	Submitted
Assigned To	Porsche Johnson
Actual Approver	Porsche Johnson
Comments	

TSS Result and Action Plan History

2/28/2018 9:42 AM

User	Porsche Johnson
Connection	
Action	Changed Action Plan Completed Date to 2/28/2018. Changed Action Plan Status from Approved to Completed.

12/20/2017 10:17 AM

User	Porsche Johnson
Connection	
Action	Changed Action Plan Approved Date to 12/20/2017. Changed Action Plan Status from Submitted to Approved. Changed Action Plan Status from In Development to Submitted.

12/20/2017 10:17 AM

User	Porsche Johnson
Connection	
Action	Changed Action Plan Summary.

12/13/2017 3:50 PM

User	Porsche Johnson
Connection	
Action	Changed Action Plan Status from Assigned to In Development.

6/5/2017 11:18 PM

User	SNA SNayak
Connection	
Action	Created.

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